



1 Place the Back-UPS ES to avoid:

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- Note: The Back-UPS ES must charge for 24 hours to ensure full runtime. The unit charges whenever it is connected to utility power and is switched on.

A diagram of the front panel of the UPS. It shows a large circular power button with a power symbol (a circle with a vertical line and a horizontal line). An arrow points from the text "Power On/Off Switch" to this button. To the right of the button is a small circular indicator light. An arrow points from the text "UPS Power On Indicator" to this light. The text "Power On" is written next to the indicator light.

Status	Visual Indication	Audible Indication	Alarm
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Specifications

Input	Voltage / Frequency	230 VAC / 47-63 Hz
	Low Voltage Transfer	165 VAC

Service	Warranty
1. Complaints: For the first 90 days after purchase, if you are not satisfied with the product, you can return it for a full refund.	1. First Year: If the product fails within the first year, we will replace it free of charge.
2. Parts: All parts are covered by a 12-month warranty.	2. Second Year: If the product fails within the second year, we will replace it for a reduced fee.
3. Labor: Labor is included in the warranty for the first year.	3. Third Year: If the product fails within the third year, we will provide labor for a reduced fee.
4. Accessories: All accessories are covered by a 6-month warranty.	4. Fourth Year: If the product fails within the fourth year, we will provide labor for a reduced fee.
5. Shipping: Shipping is included in the warranty for the first year.	5. Fifth Year: If the product fails within the fifth year, we will provide labor for a reduced fee.

1. Consult the Troubleshooting table above to eliminate common problems.
2. If problems persist, contact APC Technical Support; please be prepared to provide: date of purchase, model number and serial number (on bottom of UPS).
3. Please be prepared to troubleshoot the problem over the phone. If this is not successful, and the unit is still under warranty, the Technical Support Representative will provide all necessary information to return the unit for replacement.

The standard warranty is 2 years from the date of purchase.

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Website <http://www.apc.com>
Online Technical <http://support.apc.com>
Support

Battery Powered *plus*



Diagram illustrating the components of the APC Back-UPS 500:

- Input Power Cord**: Points to the power cord input on the left side.
- Circuit Breaker (Press To Reset)**: Points to the reset button on the left side.
- Battery Powered *plus* Surge Protection**: Points to the indicator lights for battery status and surge protection.
- Power On/Off Push Button**: Points to the power button on the right side.

Use the table below to solve minor Back-UPS installation or operation problems. For more information, visit apc.com/ups, visit our Online Technical Support or call APC Technical Support for assistance.

Problem	Problem Cause	Solution
Back-UPS ES will not turn on.	Battery is discharged and utility power is not available at the wall outlet.	Ensure power is available at the wall outlet. If the Back-UPS ES will not turn on, contact APC Technical Support (see <i>APC Contact Information</i>).
Connected equipment loses power.	Utility power not available at the wall outlet. The Back-UPS ES is overloaded. PowerChute plus software has performed a shutdown due to a power failure. The Back-UPS ES has exhausted its available battery power. Connected equipment does not accept the step-approximated sine waveform the Back-UPS ES. The Back-UPS ES may require service.	Ensure that the fuse or circuit breaker for the wall outlet is not tripped, and that the wall switch controlling the outlet (if any) is in the ON position. Make sure that the equipment plugged into the outlets of the unit are not overloading the capacity of the unit. Try removing some of the equipment and see if the problem continues. The Back-UPS ES is operating normally. The Back-UPS ES can only operate on battery power for a limited amount of time. The unit will eventually turn off when the available battery power has been used. Allow the unit to recharge for 16 hours before continuing use of the unit. The output waveform is designed for computers and computer-related equipment. It is not designed for use with motor-type equipment. Contact APC Technical Support for further troubleshooting (see <i>APC Contact Information</i>).
The On Line indicator is lit and the Back-UPS ES is beeping four times every 30 seconds.	The Back-UPS ES is using battery.	The Back-UPS ES is operating normally and using battery power. Once On Battery, you should save your current work, power down your equipment, and turn the unit OFF. Once normal power is restored, you may turn the unit back ON and power your equipment.
The Power On indicator flashes once per second and the Back-UPS ES beeps once per second at the same time.	Battery capacity is low (about 2 minutes of use remaining).	The Back-UPS ES is about to shut off due to a low battery charge condition! When the unit beeps once every second, the battery has about 2 minutes of power remaining. Immediately power down your computer and turn the unit OFF. When normal power returns, the unit will recharge the battery.
Inadequate runtime.	The battery is not fully charged. Battery is near the end of useful life.	Allow the unit to charge by leaving it plugged into the wall and switched it on at least 24 hours. As a battery ages, the amount of runtime available will decrease. Batteries also age prematurely if the Back-UPS ES is placed near excessive heat. You can replace the battery by ordering one at our website: www.apc.com .

Battery replacement must be performed by **qualified** service personnel.

Caution: A battery can present a risk of electrical shock and high short circuit current. The following precautions should be observed when working on batteries: Remove watches, rings, or other metal objects. Use tools with insulated handles.

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